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**A CORRELATION BETWEEN PATIENT SATISFACTION AND  
COMMUNICATION**

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**ABSTRACT**

A key component of patient satisfaction is "expectations and communication, which means allowing adequate chance for the patient to tell their narrative." Listening attentively to patients' stories increases their levels of satisfaction with healthcare practitioners. Quality of treatment is indirectly affected by how satisfied patients and their families are with their healthcare providers. "Communication among healthcare team members impacts the quality of working relationships, job satisfaction and impacts patient safety," pointed out the "Department of Defense and Agency for Healthcare Research and Quality". Our goal is to examine all of the Delhi hospitals that have been accredited by the NABH to determine how patient-physician communication affects patient satisfaction. A lack of effective teamwork and communication is strongly associated with the aforementioned unfavorable results. Lackluster collaboration and communication are commonplace in the healthcare industry because of the pervasive culture of low expectations. Due to the pervasiveness of this culture, healthcare staff have learned to expect incomplete and erroneous information transmission, which even careful specialists have a propensity to ignore. They mistake these warning signs for repeated examples of poor communication rather than anomalies. Based on what we know from research, there are many benefits to good communication. It can improve the flow of information, make workplaces safer, boost morale among employees, make patients and their families happier, reduce hospital stays, and make interventions more successful. Tragic outcomes are a potential outcome of inadequate communication.